

Role of Phone Service in the Carpool Program SOW

Task VI requires the selected contractor to respond to carpool and vanpool calls during regular business hours. Calls can be answered in real-time or go to voicemail and returned within 24 hours. Historically, the Rideshare Program has had about three full-time Customer Service Representatives and a full-time Call Center Manager costing almost \$500,000 per year in labor. The labor cost breakdown and department job duties are described in "Commuter Services SOPs FY15-16" and program call activity is described in "Call Activity." Both documents are available at procurements.mtc.ca.gov.

The primary reason for the size of the Customer Service Department (CSD) was a prior contractual obligation to make 12,000 Placement Calls per year. Placement calls are described in "Commuter Services SOPs FY15-16" and have been an important component of performance monitoring as described in the following documents available at procurements.mtc.ca.gov:

- "June 2015 Monthly Report Card" (Calculations Tab),
- "Performance Calculations Summary 14-15", and
- "511 Rideshare Customer Touch Points Memo."

Going forward, however, the carpool contractor will not be required to make a specific number of annual placement calls, given the program's strategic direction and reduced budget, but placement call activity will continue under Task I and Task III for as long as the program has its own database, given their effectiveness at forming carpools. There may also be opportunities to continue/expand placement call activity to PPA's databases, depending on the PPA's privacy agreements with their members.

As described in "Call Activity," other changes from the last contract to the future contract that will reduce the need for telephone services, include:

- 1) Scope of Work, Task VI does not require the selected contractor to answer calls in real-time.
- 2) In November 2015, the 511 phone logic was changed and airport information calls are no longer forwarded to the rideshare program.
- 3) In November 2015, the 511 voice mail prompts were changed, and general transportation inquiry calls have fallen about 50%.

Another function with high call volume is Vanpool Services. The number and types of vanpool calls are described in "Call Activity" and "Vanpool SOP FY 15-16_Redacted" available at procurements.mtc.ca.gov. Vanpool call volumes will decrease over the course of the contract after the Vanpool Services Contract is awarded. Scope of Work, Appendix A-2 provides more information about the change in vanpool responsibilities over time.

Finally, the program receives calls though 511 for the Commuter Benefits Program. This work is described in Task XI.